

MiScorecard Performance Summary

Department Name: Civil Service Commission (CSC)

Executive/Director: Janet McClelland, Acting State Personnel

Period: Through September 30, 2012

⬆️ Performance Improving

➡️ Performance Staying the Same

⬇️ Performance Declining

90% or greater of target

>=75% to <90% of target

less than 75% of target

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	
Measure #	Customer/Constituent							
1	Obtain HR Total Satisfaction score of 93%		⬆️	93.0%	90.5%	90.0%	Monthly	Goal is to improve total HR Satisfaction. The metric takes into account the yearly HR Survey score and the MI HR monthly survey data. METRIC IS UNDER REVIEW.
Measure #	Internal Business Processes							
2	Implement 10 Lean Projects		⬆️	10	10	4	Monthly	The goal is to implement 10 lean projects in calendar year 2012. To date we have implemented 4 projects. 10 lean projects have been completed.
Measure #	Learning and Growth							
3	Increase MI jobs hit rate		⬆️	8.0%	9.1%	5.0%	Quarterly	The goal is to increase the jobs hit rate by 15%, this is how much traffic the Civil Service job portal (position within state government) receives on a quarterly basis. METRIC IS UNDER REVIEW.

NOTE:

Due to a change in leadership effective July 27, 2012, the metrics currently used by Civil Service are being reviewed. Revised metrics will be posted October 1, 2012.